A close-up photograph of a person's hand holding a silver pen, writing on a document. The person is wearing a light purple button-down shirt. The document has some faint text and a QR code. The background is a blurred light purple color.

A Guide To Help Manage Your Utility Services

**Missouri Public
Service Commission
www.psc.mo.gov
1-800-392-4211**



This booklet was produced by the Public Information and Regulatory Policy Office of the Missouri Public Service Commission.

Some of the key sources used in the preparing of this text include the U.S. Department of Energy, U. S. Energy Information Administration, the Missouri Department of Natural Resources and the Department of Economic Development Division of Energy.

A Message From Chairman Robert S. Kenney

Thank you for your interest in the Missouri Public Service Commission and in this publication. A vital part of the Commission's mission is consumer outreach and education. We recognize that it is important for people to know what the Commission does and how the Commission affects them each and every day.

"A Guide To Help Manage Your Utility Services" is filled with important information. Inside is information on our Cold Weather Rule, which is designed to provide consumer protections during the winter heating season. We also have information on electric and natural gas safety; budget billing; energy saving tips; emergency preparedness; what to do if you smell natural gas; water conservation tips; and telephone assistance for low income and disabled Missourians.



From meeting with consumers across the state, we know that making their homes and businesses more energy efficient is important to them as they continue to look for ways to save energy which can have an impact on monthly utility bills. Energy efficiency is an important message. We appreciate that you think it is important and are taking the time to read this publication.

I also invite you to visit the Public Service Commission's website (www.psc.mo.gov) and a website jointly presented by the Public Service Commission and the Division of Energy (www.beenergyefficient.org) for more consumer information.

If you are following a case before the Commission, our website is a great place to get additional information. With just a click, you can view all the public testimony in a case before the Commission. Our website also offers you the opportunity to watch live or recorded broadcasts of formal evidentiary hearings and agenda meetings where the Commission makes decisions.

We hope that you find this booklet useful and we welcome any comments that you might have. If you have any questions, want additional copies of the publication or have questions regarding your utility services, please feel free to contact our Consumer Services Unit at 1-800-392-4211.

**Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102-0360**

The Missouri Public Service Commission

Created in 1913, the Public Service Commission (PSC) has the statutory responsibility of ensuring that private investor-owned utility consumers receive safe and adequate service at just and reasonable rates. The approved rates must provide the utility's shareholders the opportunity to earn a reasonable return on its investment.



Chairman Robert S. Kenney, of St. Louis, was appointed to the Missouri Public Service Commission on July 29, 2009 by Governor Jay Nixon. He was unanimously confirmed by the Missouri State Senate on January 13, 2010. He was named chairman in March of 2013. Prior to his appointment, Chairman Kenney served as Missouri Attorney General Chris Koster's Chief of Staff. Chairman Kenney also served as a Missouri Assistant Attorney General in the Labor and Consumer Protection Divisions. Before that Chairman Kenney was a shareholder at the Polsinelli law firm.



Commissioner Stephen M. Stoll, of Festus, was appointed to the Missouri Public Service Commission by Governor Jay Nixon in June, 2012, and unanimously confirmed by the Missouri Senate in January, 2013. Commissioner Stoll was elected to the Missouri House of Representatives from 1992-1996. In 1998, he was elected to the Missouri Senate, serving until 2005. Commissioner Stoll also served as Director of Administration for Jefferson County and city administrator for the city of Festus. He is also a former educator.



Commissioner William P. Kenney, of Lee's Summit, was appointed to the Missouri Public Service Commission by Governor Jay Nixon on January 9, 2013. On January 24, 2013, he was confirmed by the Missouri Senate to a six-year term. Prior to his appointment, he was Chief of Staff for Lt. Gov. Peter Kinder. Commissioner Kenney played professional football for 11 years, 10 with the Kansas City Chiefs. Commissioner Kenney was also elected to the Missouri Senate, serving from 1994 to 2002.



Commissioner Daniel Y. Hall, of Columbia, was appointed to the Missouri Public Service Commission by Governor Jay Nixon on September 27, 2013. He was confirmed by the Missouri Senate in January, 2014. Commissioner Hall served as Legislative Director for the Office of the Governor from 2009-13. From 2003 to 2009, he served as Senior Counsel and Assistant Missouri Attorney General. Prior to his work in state government, Commissioner Hall served as an associate at Bryan Cave, LLP in Kansas City.



Commissioner Scott T. Rupp, of Wentzville, was appointed to the Missouri Public Service Commission on March 25, 2014, by Gov. Jay Nixon. He was confirmed by the Missouri Senate on April 3, 2014. Commissioner Rupp represented the 2nd District in the Missouri Senate from 2006-2014. He was a member of the Missouri House of Representatives from 2002-2006. Prior to his appointment, Commissioner Rupp was employed by UMB in O'Fallon as vice-president of business development, specializing in commercial lending.

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GENERAL INFORMATION

Getting Utility Service, What Information Will I Have To Provide?

- ✓ Your Name and Proof of Identification (driver's license or birth certificate).
- ✓ The address where service is to be provided. Mailing address if different from address where service is to be provided.
- ✓ A telephone number where you can be reached. (Sometimes a utility company will require verification of employment, so your employer's name and work phone number may be needed.)

NOTE: Applicants for energy service (gas or electric) should notify the utility company of the use of life-support equipment in the household. Residential customers applying for telephone service may qualify for reduced monthly rates for local service under the Lifeline Program, if income-based eligibility requirements are met.

Will I Have To Pay A Deposit?

Applying for and obtaining utility service is entering into a contract. Utility providers may require a deposit to begin service if you cannot meet certain credit standards. The amount of the security deposit varies from company to company. If you are unable



to pay the full deposit, you may request to pay it in installments. In most cases, deposits are refunded once satisfactory credit has been established or if you close your account.

Some companies accept a written guarantee of payment by an existing customer with good credit instead of a cash deposit.

GENERAL INFORMATION

Questions About Budget Billing

What Is Budget Billing?

Budget billing is an optional payment program that allows you to pay the same amount each month for your electricity or natural gas usage. This monthly amount is typically based on your usage the last 12 months.

What Is An Advantage Of Budget Billing?

Budget billing gives you more certainty about what your electric or natural gas bill will be each month.



Can My Budget Billing Amount Be Adjusted During The Year?

Yes. Your account is reviewed periodically. Your actual use may cause your budget plan payment to go up or down for the next budget billing period.

How Do I Sign Up For Budget Billing?

Contact your utility provider to see what types of plans it offers. In most cases, the only requirement is that you pay your bill on time. Customers may choose to leave budget billing at any time.

Contact your utility provider for more information as plans and guidelines vary by company.

GENERAL INFORMATION

If Your Service Is Disconnected

Your utility company can **SHUT OFF** your service if you **FAIL** to:

- PAY YOUR BILL
- FOLLOW THROUGH ON PAYMENT ARRANGEMENTS
- PAY A DEPOSIT, IF REQUIRED
- ALLOW THE COMPANY ACCESS TO ITS EQUIPMENT

Before your service is shut off, your utility company must:

- Send you a notice that you are going to be shut off and what you will need to do to maintain service. (Different companies have different policies about shutting off service.)
- Attempt to contact you in person prior to your shut off date.
- Place a hang-tag on your door, or make at least two telephone call attempts, warning you of possible shut off.

During winter months (November 1 through March 31), the PSC Cold Weather Rule is in effect and service cannot be disconnected when the temperature is forecasted for the following 24 hours to drop below 32 degrees.

Shutting Off Service Without Notice

Your utility company can **SHUT OFF YOUR SERVICE WITHOUT GIVING YOU NOTICE** for the following reasons:

- THEFT OF SERVICE
- FRAUDULENT APPLICATION FOR SERVICE
- METER TAMPERING
- UNSAFE SERVICE CONDITIONS

GENERAL INFORMATION

Changing Service When Moving

Call your electric, natural gas, sewer, water, and local and long distance telephone companies and tell them where and when the service should be stopped. Keep a record of the date, time and person(s) you talked to at the companies. While it is not required, you may want to contact the companies several weeks before you move.

Before you move in, contact the companies that serve that location and make sure a final meter reading was taken for the previous occupant. (Deposits, plus interest, are generally applied to the final bill so any credit balance remaining is refunded to the consumer.)



If the bill is in your name, YOU are responsible

Do not rely on others to take utility service out of your name. You will be responsible for an account that has not been closed. Don't forget to contact all utility companies that provide you service.

GENERAL INFORMATION

Energy Assistance

If you have received a shut-off notice from your utility company, please DO NOT ignore it. Call your utility to see if you can work out a payment plan. Many utility companies have assistance programs available for their customers or can refer a customer to an assistance agency.

▶ The Low Income Home Energy Assistance Program (LIHEAP) is a federally-funded program to help eligible low income households meet their home heating and cooling needs. Availability of LIHEAP assistance is not guaranteed and funding is limited.

▶ Applications are accepted at the 19 Missouri Community Action Agencies located throughout the state. Please visit www.communityaction.org or call 573-634-2969 for more information.

When applying for LIHEAP funds, you may need the following:

- Recent copies of your utility bills.
- A recent payroll stub or other proof that shows your current gross income.
- Documentation showing income from Social Security, Unemployment Insurance, Pension Funds, Disability, etc.
- Final Utility Termination notice (if you've received a shut-off notice from your energy company).
- Proof of present address (e.g., rent receipt, lease or deed, property tax bill).
- Proof of total members in your household (e.g., birth certificates, school records, etc.). Social Security cards (or numbers) for all persons living in your household.
- Proof of U.S. citizenship or permanent residence.

GENERAL INFORMATION

Be Prepared In Case Of An Emergency

- ✓ Stock up on non-perishable food (such as canned meats and vegetables).
- ✓ Keep a flashlight, working radio, extra batteries, and candles on hand.
- ✓ Keep a supply of drinking water in case the water supply is contaminated.

- ✓ Keep a list of phone numbers for police, fire and emergency personnel.



- ✓ Develop an evacuation plan in case you have to leave your home.

- ✓ Call relatives or emergency officials if you need a place to stay.

- ✓ If someone in your home is dependent on electric-powered, life-sustaining medical equipment, check with your utility provider about back-up power sources.

- ✓ Make arrangements for the care of infants, the elderly or disabled.

- ✓ Keep your car fueled in case there is a need to evacuate the area.

GENERAL INFORMATION

Setting Your Thermostat

▶ You can easily save energy in the winter by setting the thermostat to a comfortable temperature when you're at home and awake, and lowering it to a cooler, but acceptable, temperature when you're asleep or away.

▶ In the summer, you can follow the same plan with central air conditioning by keeping your house warmer than normal when you are away, and lowering the thermostat setting to a more comfortable temperature only when you are at home.



▶ If you have a programmable thermostat, you can set it to automatically make these adjustments at different times during the day to match your typical behavior and maximize your savings with a minimum amount of effort.

Note: For customers who heat and/or cool with a heat pump, it is recommended that the thermostat be set at a comfortable setting for the whole season.

Seniors and people with special medical needs should check with their doctors before changing their normal home temperatures or turning off air conditioning or heating units.

MYTH: A furnace works harder than normal to warm the space back to a comfortable temperature after the thermostat has been set back, resulting in little or no savings.

FACT: The fuel required to reheat a building to a comfortable temperature is roughly equal to the fuel saved as the building drops to the lower temperature. You save fuel between the time that the temperature stabilizes at the lower level and the next time heat is needed.

ELECTRICITY

Be Safe Around Electricity

▶ Electricity always tries to travel to ground so it can complete a circuit. If a person is standing on the ground and comes in contact with a power source, a circuit will be completed.

▶ Many power lines are not insulated. Even lines that are insulated can be very dangerous.

▶ Notice where power lines are around your home and avoid going near them. Some power lines are underground, "Call Before You Dig."

▶ Contact your utility about trees and shrubs that may be planted around power lines.

▶ Contact your local utility company if you notice anything out of the ordinary that may be a potential hazard.

▶ Do-it-yourself utility projects can be dangerous. If you have a problem or project that involves power lines, notify the appropriate utility company.



**Each year
about
600 people
die from
electricity
related
accidents.**

ELECTRICITY

Tree Limbs And Power Lines

Every year in Missouri, people are injured when they climb or prune trees near power lines. High-voltage lines are not insulated, and direct contact results in electrocution.



A tree touching a power line can also become energized, causing injury if someone comes in contact with it. Children should never climb or play around trees that are touching power lines.

Electric utilities routinely inspect trees near their lines and schedule maintenance for the high-voltage lines on easements. The utility will prune the tree and determine the required clearance based on a number of factors, including the voltage on the line and the type of tree. Do not prune your own trees near high-voltage power lines. Contact your electric utility.

Property owners are responsible for trimming trees that interfere with low-voltage, insulated lines that connect the high-voltage lines to the customer's electric meter. Please check with your electric utility to identify these wires and ask that your power be temporarily disconnected so that pruning can be done safely.

Do not plant trees that will grow as tall as the power lines under the power lines.

ELECTRICITY

Conserve Energy While Cooking And Cleaning

▶ Use your microwave, toaster oven, slow cooker, broiler oven or other energy saving appliances for cooking food. They use half the energy of a regular oven and will keep your kitchen cooler.



▶ If you cook on a stove, cover pans and use exhaust fans periodically, as required, to reduce indoor humidity.

▶ Wash clothes in cold water with a cold water detergent. If washing less than a full load, set the water level in the washing machine to suit the size of the load -- you'll save energy and water.

▶ Dry laundry on a line to avoid using the clothes dryer.

▶ Put the laundry in the dryer when it's almost dry. Add a sheet of fabric softener to take out the stiffness in the clothes. Clean the lint filter in the dryer after every use.



▶ Try to wash full loads in the dishwasher and use the short cycle. Except for the dirtiest dishes, short cycles work just as well as longer ones but use less energy.

▶ Clothes dryers and dishwashers produce a lot of heat. Use them in the early morning or the late evening, not in the heat of the day.

ELECTRICITY

Summer Energy Saving Tips

Consider using a programmable thermostat to raise the temperature when the home is unoccupied.



Turn down the temperature on your water heater to 115 degrees.

Keep storm windows and doors in place to reduce the air conditioning load.

Vacuum the coils of your refrigerator, and check for frost buildup in refrigerators and freezers. These cause the appliance to work harder.

Don't overload an electric circuit with high-wattage appliances. The normal limit for an electric circuit of 15 amps is 1600 watts. Overloaded circuits can blow fuses or trip circuit breakers as well as make any appliances on the circuit operate inefficiently.

Avoid using extension cords with appliances. This cuts the efficiency of the appliance.

ELECTRICITY

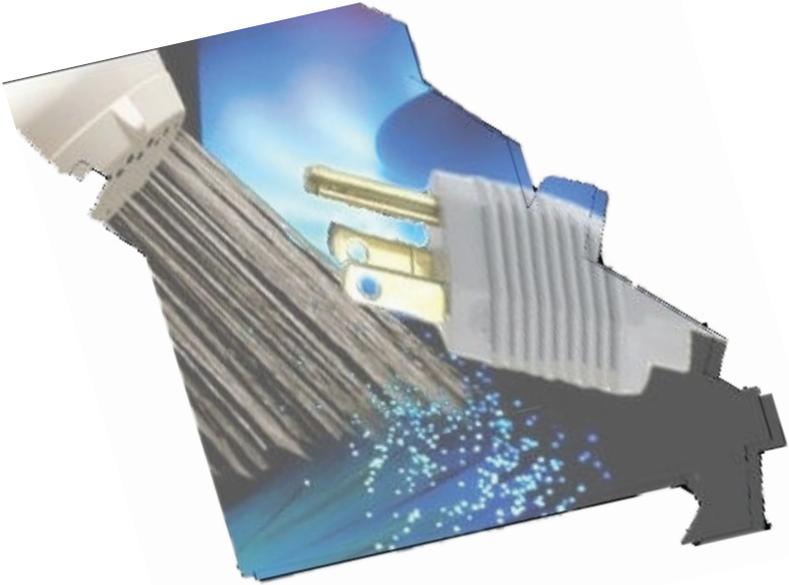
Electric Safety At Home

Protect yourself from electricity's potential danger. Here are some ways you can ensure your home is safe.

- Make sure extension cords used outdoors are rated for outdoor use. A red UL label indicates that they are suitable for outdoor and indoor use.
- Discard decorations with worn or frayed electrical cords, damaged plugs, or loose connections.
- Make sure all unused outlets that are accessible to small children have safety covers.
- Make sure plugs fit your outlets. Never remove the ground pin (third prong) to make a three-prong plug fit a two-conductor outlet. This could lead to electric shock.
- Replace outlets in which plugs fit loosely. Worn outlets can overheat and lead to fire.
- Securely screw in lightbulbs because loose bulbs can overheat.
- Don't run cords under rugs or rest furniture on them. They may be damaged or overheat.
- Change smoke alarm batteries regularly. Many people use the switch to and from daylight savings time as a reminder to change batteries.



The Missouri Public Service Commission



Who We Regulate

- 4 electric companies serving more than 1.9 million customers.
- 7 natural gas companies serving more than 1.3 million customers.
- 73 water and sewer companies serving more than 500,000 water customers and approximately 15,000 sewer customers.

Regulating Utilities For More Than 100 Years

How The PSC Can Help You

PSC Consumer Services Specialists **can** help you with the following types of problems:

- Rates or charges
- Installations or disconnections
- Responsibility for a bill
- Request for a deposit
- Refusal of service by a utility
- The quality and type of utility service
- A utility's policies and procedures

What The PSC Cannot Help You With

The PSC Consumer Services Unit **cannot** help with problems involving:

- Wireless telephones, Internet providers, slamming
- Cable television
- Municipal gas and electric systems
- Propane gas
- Rural electric cooperatives or municipal electric systems
- Municipal water and/or sewer systems, public water supply districts or public sewer districts (Water quality issues are regulated by the Missouri Department of Natural Resources.)

NATURAL GAS

Facts About Natural Gas Pricing

The amount a wholesale supplier charges your local natural gas company is not regulated by the government.



Congress deregulated natural gas several years ago. Now prices are determined in an open, competition-based market.

Your local natural gas company must make a filing with the Public Service Commission to increase or decrease your natural gas rates to reflect wholesale price changes. The role of the Missouri Public Service Commission is limited to making sure those price changes match the actual cost of natural gas. The Commission does not regulate wholesale supplier rates.

Wholesale prices are subject to wide variations depending on a number of factors including supply, demand and weather.



A prolonged cold spell or brief episode of severe winter weather would increase demand in the high-consumption winter months.

NATURAL GAS

If You Smell Natural Gas

Evacuate the building immediately.

Do not operate electrical switches.

Do not smoke, use lighters, matches or any other open flame.



Do not start your vehicle if it is in an attached garage.

Go to a neighbor's home and call your local natural gas utility to report the odor and its approximate location.

Do not make a call from inside your house. Calling from a phone inside your home could create a spark that could cause an explosion.

Other Tips

If your service is disrupted for any reason, please make sure that a trained professional relights your pilot flames.

The Odor

Natural gas itself does not have an odor -- an odorant has been added so gas can be detected if a leak occurs. The odor is similar to the smell of "rotten eggs."

NATURAL GAS

The Dangers Of Carbon Monoxide

Carbon Monoxide is:

- An odorless, colorless toxic gas.
- Impossible to see, taste or smell.
- Lethal. It can kill before you are even aware it is in your home.

At lower levels, carbon monoxide causes mild illness that is often mistaken for the flu.

Symptoms include headaches, burning eyes, dizziness, disorientation, nausea and fatigue.

A Toxic, Flammable Gas

Carbon Monoxide is produced when a fuel is burned without proper air for complete combustion. It may happen for a number of reasons:

- Insufficient air supply for complete combustion
- Improper venting of equipment
- Faulty appliances
- Lack of ventilation around appliances

The Centers for Disease Control estimates that carbon monoxide poisoning claims nearly 400 lives, and causes more than 20,000 visits to hospital emergency departments each year.

NATURAL GAS

Make Your Home Safe

Before each heating season, have your natural gas system checked by a qualified plumbing or heating professional.

- ✓ Make sure appliance vents and exhaust ducts are in good condition and properly connected to exhaust the combustion gases out of doors. Keep the area around the gas furnace and gas water heater clear.
- ✓ Check the chimney to make sure it is not blocked by debris or bird nests.
- ✓ Replace rusted vent pipes.
- ✓ Never operate a car or gas-powered engine in an enclosed space, such as a garage.
- ✓ Please call 911 or the Poison Control Center at 800-222-1222 if anyone is experiencing symptoms of carbon monoxide poisoning.

Using Generators

Never use a generator inside your home, garage, crawlspace, shed or similar area. Deadly levels of carbon monoxide can quickly build up in these areas and can linger for hours, even after the generator has been shut off.

NATURAL GAS

Call Before You Dig

MAKE THE CALL: If you are planning any excavation work, from digging in your yard to a commercial project, Missouri law requires you to notify the Missouri One Call System at 1-800-DIG-RITE (1-800-344-7483) or dial 811, at least three but not more than 10 working days in advance, except in the case of an emergency.



After you make the call, Missouri law requires that all utilities with underground facilities affected by the excavation determine if the planned dig is near any underground facilities. If needed, they will survey and mark the area where utility lines are located. Do not

begin digging until all of the utilities in the area have been located and marked.

RESPECT THE MARKS: After it is determined that markings are required, the facility owner will locate and mark the excavation site with paint, stakes or flags. Utilities mark their facilities according to specific guidelines and color codes. Respect the markings when you dig.

DIG SAFELY: Carefully avoid digging near any of those flags or marks. If you damage underground facilities, you could create a dangerous situation and may be required to pay for the damage you caused.

**Dig Safe. Dig Smart.
Know Missouri's Ground Rules.**

NATURAL GAS

Take Steps To Get Ready For The Heating Season

Examine ways to cut down on energy usage. Contact your utility company for information about home energy audits and suggestions to make your home and business more energy efficient.

Have the furnace checked and tuned-up, if needed. Replace filters regularly.

Caulk and place weatherstripping on doors and windows that leak air. Add attic insulation if necessary.

Ask your utility company if you are eligible for weatherization assistance.

You may want to talk to your local utility company about a “budget” or “level” billing plan. Many Missouri gas and electric companies have programs to assist their customers in paying their energy bills. In most cases, companies will try to work with you to avoid disconnections.



The Cold Weather Rule

The Cold Weather Rule was adopted by the Missouri Public Service Commission in 1977. It is designed to protect customers, under certain conditions, from being disconnected in the winter months. Qualifying customers are placed on more lenient payment terms to help avoid possible disconnection.



The rule -- which is in effect from November 1 to March 31 -- applies to natural gas and electric utilities under PSC jurisdiction that provide heat-related service.

Municipally operated systems, cooperatives, and those that provide propane delivered by truck are not under PSC jurisdiction. The rule does not apply to them.

IMPORTANT NOTE: The utility may recover unpaid amounts from those winter months by adjusting the customer's Cold Weather Rule payment installments after March 31. If customers do not pay these installments on time, they can be disconnected.

The Cold Weather Rule And You

1. Prohibits disconnection of heat-related service from November 1 through March 31 when the temperature is forecasted for the following 24 hours to drop below **32** degrees.
2. Allows you to budget your payments over 12 months.
3. You may be able to extend payment of pre-existing arrears beyond 12 months.
4. Does not require a deposit if payment agreement is kept.
5. Requires that you be notified by mail, with one notification attempt in person, before your service is shut off.
6. Allows you to register with the utility if you are:
 - a. sixty-five (65) years of age or older;
 - b. disabled to the extent that you have filed with the utility a medical form submitted by a medical physician attesting that your household must have natural gas or electric utility service provided in the home to maintain life or health; or,
 - c. if you have obtained a formal award letter issued from the federal government of disability benefits.
7. Prohibits disconnection of registered low-income elderly or disabled customers who make a minimum payment.
8. Requires that you be notified of possible financial help in paying your bill.
9. Allows reconnection of your service for less than the full amount owed.

Hot Weather Law

- In effect from June 1 to September 30.
 - Protects residential customers, including apartment building tenants, from having their electricity or natural gas service disconnected for non-payment when electricity or natural gas is used as the main source of cooling or to operate the only cooling equipment.
 - Service shut-off is prohibited, when for the following 24-hour period, the temperature is predicted to be 95 degrees or the heat index is predicted to be 105 degrees.

A Simple Home Audit Could Save You Money

✓ Check for holes or cracks around walls, ceilings, windows, doors, light and plumbing fixtures. These openings can leak air in or out of your home.



- ✓ Check your appliances and heating and cooling systems for proper maintenance. Replace or clean filters as needed.
- ✓ Check the chimney. If you have a fireplace or wood stove, keep the flue damper closed when it is not in use.
- ✓ Check and clean warm-air registers and cold-air returns. Make sure they are not blocked by furniture, carpeting or drapes.

WATER & SEWER

Saving Water Can Save You Money

How much water you use at home depends on the size of your household, use habits, and the type of plumbing fixtures in your home.

Some of the largest uses of water are lawn sprinklers, automatic irrigation systems, toilets, and washing machines.



Some estimate that nearly 14 percent of the water a typical homeowner pays for is never used -- it leaks down the drain!

There's plenty you can do to conserve water and at the same time save money on your utility bills. Here are some easy steps:

- Turn the water off while brushing your teeth or shaving.
- Take short showers.
- Keep drinking water in the refrigerator instead of letting the faucet run until the water is cool.
- Install a water saving showerhead; they use one-third the amount of water that a regular shower head uses.

WATER & SEWER

Water Saving Tips Around The House

In The Kitchen And The Laundry

Scrape, rather than rinse dishes before loading into a dishwasher; wash only full loads.

Thaw frozen foods in the refrigerator overnight; do not use water to defrost foods.

Wash only full loads of laundry or use the appropriate water level or load size selection on the washing machine.



Outdoors

Sweep driveways, steps, and sidewalks rather than hosing them off.

Control the flow of a hose with an automatic shut-off nozzle.



Water the lawn or garden during the coolest part of the day and only as needed. Outdoor water use averages about 117 gallons per day.

Cover outdoor pools when not in use to avoid evaporation.

TELECOMMUNICATIONS

Low Income/Disabled Assistance Programs

Low Income/Disabled Assistance Programs are state and federal support programs that help qualified individuals get a discount on their monthly local telephone bill. Only one discount per household is allowed. For more information, contact your local phone company.

You may be eligible for assistance if you or a member of your household participate in any of these programs: Food Stamps; MOHealthnet (or Medicaid); Low Income Home Energy Assistance Program; Temporary Assistance to Needy Families Program; Supplemental Security Income (SSI); Federal Public Housing Assistance; National School Lunch Program's free lunch program; and certain disability benefits. You may also qualify if your annual income level meets 135% of the federal poverty level.



Relay Missouri

Relay Missouri is a telecommunications relay service, providing full telephone accessibility to people who are deaf, hard-of-hearing or speech disabled.

7-1-1 is the statewide telephone relay number that connects standard (voice) telephone users with deaf, hard-of-hearing, and/or speech disabled people.

Telephone equipment is available to qualified users with special needs. For more information on how to obtain a device in your area, please call the Missouri Assistive Technology Program:

1-816-655-6700 (VOICE)

1-816-655-6711 (TTY)

www.at.mo.gov

RESOURCES

Missouri Attorney General
800-392-8222
www.ago.mo.gov

Association Of Missouri Electric Cooperatives
573-635-6857
www.amec.org

Better Business Bureau
800-955-5100
www.bbb.org/

MO Lawyer Referral Service
573-636-3635
www.mobar.org

Missouri Telecommunications Industry Association
573-634-2527
www.mtia.org

Missouri Propane Gas Commission
1-800-601-9332
www.missouripropane.com

Missouri Association For Community Action
573-634-2969
www.communityaction.org

RESOURCES

Missouri Public
Service Commission
800-392-4211
www.psc.mo.gov

Be Energy Efficient
www.beenergyefficient.org



Missouri Department of
Economic Development
Division of Energy
855-522-2796
www.ded.mo.gov/division-of-energy/home

Missouri Department of Natural Resources
(Info. Hotline)
800-361-4827
www.dnr.mo.gov

Mo One Call / Dig Rite
800-344-7483 (1-800-DIG-RITE) or 811
www.mo1call.com

RESOURCES

Federal Communications Commission
888-225-5322
www.fcc.gov

Federal Trade Commission
www.ftc.gov
Consumer protection -- 877-382-4357
Identity theft -- 877-438-4338

U.S. Department of Energy
202-586-5000
www.energy.gov

ENERGY STAR Hotline
1200 Pennsylvania Ave NW
Washington, DC 20460
(888) STAR-YES / (888-782-7937)

Environmental Protection Agency
(Region 7 -- Iowa, Kansas, Missouri
and Nebraska)
11201 Renner Blvd.
Lenexa, KS 66219
1-800-223-0425

The PSC: A Valuable Information Resource

Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned electric, water and sewer, natural gas, electric and steam utilities. The Commission has limited jurisdiction over telecommunications services in Missouri.

The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services.

If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC.

Toll Free: **1-800-392-4211**

You may file a complaint by fax at **573-526-1500** or electronically at:

**[www.psc.mo.gov/General/
File-a-Complaint](http://www.psc.mo.gov/General/File-a-Complaint)**

Or mail to:

Missouri Public Service Commission
Attention: Consumer Services Unit
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102-0360



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